

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF FEBRUARY 22, 2002**

	Observations	Exceptions	Total
<u>Order Management</u>			
Functional Testing	6	11	17
Volume Testing	2	2	4
Flow-through	1	4	5
Process testing		1	1
Order Management Total	9	18	27
<u>Provisioning</u>	2	6	8
<u>Repair</u>	2	1	3
<u>Relationship Mgmt.</u>			
Change Management	2	3	5
Account Team	2	1	3
Interface Development	2	1	3
OSS Help Desk	1		1
Relationship Mgmt. Total	7	5	12
<u>Billing</u>		5	5
<u>Performance Measures</u>			
Definitions and Standards	2		2
Change Management	2	1	3
Data Integrity		8	8
Calculation Verification	2	11	13
Performance Measures Total	6	20	26
Total Open Observations and Exceptions	26	55	81

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ORDER MANAGEMENT

	E/O	Test #	Description
			<i>PRE-ORDERING/ORDERING FUNCTIONAL TEST</i>
1	E-16	TVV-1 (3/5/01)	BST business rules for ordering (9K) do not offer the ability to submit an order for the partial migration of customer's UNE loops.
2	O-49	TVV-1 (3/13/01)	BST does not provide time stamps for LSRs for clarifications and completion notices via LENS.
3	E-49	TVV1 (4/24/01)	The BellSouth Business Rules for Local Ordering-OSS 9 does not define a process for an unbundled loop (REQTYP A) service migration (ACT V) request from one CLEC to another CLEC.
4	E-74	TVV1 (6/28/01)	The RoboTAG interface does not provide access to fields that are required for non-designed loop service disconnect and for ISDN BRI resale service disconnect requests.
5	E-75	TVV1 (6/28/01)	BST's error responses are inconsistent with the BellSouth business rules for local ordering OSS 99 for conversions of retail, resale, and UNE-P accounts to line-sharing accounts
6	O-87	TVV1 (6/29/01)	The LENS interface does not support orders requesting to move a CLEC account outside of the end user's location.
7	E-87	TVV1 (7/16/01)	BST's TAG interface experiences various backend resource limitation exceptions that affect the transmission of local service requests and pre-order queries.
8	E-90	TVV1 (7/20/01)	KPMG did not receive timely non-mechanized FOCs from BellSouth via fax and electronic mail.
9	O-127	TVV-1 (10/15-01)	BST does not provide complete FOC or CN responses to to xDSL service requests submitted through LENS.
10	E-117	TVV-1 (11/01/01)	KPMG has not received manual FOCs on service that have been assigned a completed status in BellSouth's Customer Service Order Tracking System (CSOTS)
11	O-146	TVV-1 (12/05/01)	KPMG has experienced a server error that disables the calculate due date function while processing LSRs through Robo-TAG.
12	E-129	TVV-1 (01/03/02)	KPMG has not received timely partially mechanized FOCs from LENS.
13	E-131	TVV1 (01/03/02)	KPMG has not received timely partially mechanized FOCS from EDI.
14	E-134	TVV-1 (01/07/02)	KPMG Consulting has not received timely partially mechanized rejects from Robo-TAG.
15	E-140	TVV1 (01/28/02)	KPMG has not received timely partially mechanized FOCs from TAG.
16	O-163	TVV1 (02/13/02)	KPMG has not received timely partially mechanized rejects via EDI.

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17	O-164	TVV1 (02/13/02)	BST's ordering documents provide inadequate instructions on how to submit orders for Centrex.
			<i>VOLUME TEST</i>
1	E-72	TVV2 (6/28/01)	KPMG has not received responses to multiple Local Service Request submitted to BST via fax.
2	E-116	TVV2 (11/01/01)	BST representatives did not provide expected responses to Local Service Requests submitted by KPMG via fax.
3	O-135	TVV2 (11/07/01)	KPMG has not received timely responses for pre-order queries submitted via LENS.
4	O-136	TVV2 (11/07/01)	KPMG has not received timely responses for pre-order queries submitted via Robo-TAG.
			<i>FLOW-THROUGH</i>
1	E-86	TVV-3 (7/16/01)	KPMG did not receive flow-through FOCs on LSRs submitted electronically via the mechanized ordering process.
2	E-121	TVV3 (11/13/01)	KPMG could not identify flow-through FOCs on LNP Service Requests submitted electronically via the mechanized ordering process.
3	E-122	TVV3 (11/13/01)	BST did not provide flow-through classification information for DSL orders submitted by KPMG.
4	E-136	TVV3 (01/15/02)	KPMG did not receive flow-through FOCs on UNEs submitted electronically via the mechanized ordering process.
5	O-167	TVV3 (02/22/02)	BST's flow-through documentation contains incomplete and inconsistent information regarding product flow-through capabilities of BST's OSS.
			<i>PRE-ORDERING/ORDERING PROCESS TESTS</i>
1	E-110	PPR8 (10/03/01)	BellSouth does not have adequate guidelines for call tracking and resolution at the LCSC.

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PROVISIONING, REPAIR AND MAINTENANCE

	E/O	Test #	Description
			<i>PROVISIONING</i>
1	O-82	TVV4 (6/13/01)	BellSouth's systems or representatives did not update Customer Service Records consistently following a change in the status of a customer's account.
2	E-76	TVV4 (6/28/01)	BellSouth failed to provision disconnect orders properly with the expected intercept recording message.
3	E-84	TVV4 (7/10/01)	BST failed to use the proper codes when provisioning switch translations.
4	O-106	TVV4 (8/14/01)	BST's systems or representatives have not consistently updated the directory databases as specified in orders submitted by KPMG.s
5	E-112	TVV4 (10/01/01)	BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG.
6	E-156	TVV4 (12/12/01)	BellSouth failed to use the proper codes when provisioning OS/DA. (Previously observation O-152)
7	E-130	TVV4 (01/03/02)	BellSouth's systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting.
8	E-139	TVV4 (01/24/02)	BST's line loss report does not provide enough detail for CLECs to properly identify account activity.
			<i>REPAIR</i>
1	O-102	TVV6 (8/07/01)	BST ECTA system failed to process the MLT as designed
2	E-38	TVV8 (3/27/01)	BellSouth's ECTA system failed to process correctly following an outage and re-initialization.
3	O-159	PPR14 (1/30/02)	KPMG has found that call receipt personnel within the residence repair center in Jax. Fl do not adhere to BST procedures outlining customer requests for earlier appointments.

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RELATIONSHIP MANAGEMENT

	E/O	Test #	Description
			<i>CHANGE MANAGEMENT</i>
1	E-88	PPR1 (07/20/01)	BST Change Control Process does not allow CLECs to prioritize all Change Requests that affect CLEC business.
2	O-116	PPR-1 (8/31/01)	BellSouth did not follow the guidelines for notification of non-system impacting changes to the BBR-LO as defined in the change control process.
3	O-124	PPR-1 (10/12/01)	BST failed to follow the documentation defect procedures as detailed in the BST change control process document.
4	E-123	PPR-1 (12/05/01)	BellSouth is not classifying change requests as defects in accordance with the BellSouth definition of a defect.
5	E-155	PPR-1 (12/19/01)	BellSouth did not publish the business rules associated with Minor Release 10.3 as defined in the Change Control Process. (Previously Observation 154)
			<i>ACCOUNT TEAM</i>
1	O-165	PPR-2 (02/13/02)	BST Account Team/CARE procedures documentation is unclear.
2	O-166	PPR-2 (02/13/02)	BST User Guides have inaccurate account team references.
3	E-148	PPR-2 (02/14/02)	The Account Establishment and Management Process does not have defined processes or documentation related to certain ordering scenarios.
			<i>INTERFACE HELP DESK</i>
1	O-132	PPR-3	BellSouth ECS Help desk does not maintain an accurate tracking system for troubles reported to ECS help desk.
			<i>INTERFACE DEVELOPMENT</i>
1	O-147	PPR-5 (12/05/01)	BellSouth will not provide CLECs the opportunity to the in the CAVE environment 30 days before a release enters production.
2	O-148	PPR-5 (12/05/01)	BellSouth does not apply system fixes to defects to all production versions of the OSS interfaces.
3	E-128	PPR-5 (12/20/01)	BellSouth does not support pre-order testing in CAVE.

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BILLING

	E/O	Test #	Description
1	E-149	TVV10 (02/12/02)	BST failed to deliver DUF records following completion of a change order, resulting in the receipt of only 88% of expected DUF records.
2	E-96	TVV11 (8/08/01)	BST delivered resale bills reflecting incorrect usage charges
3	E-44	TVV11 (4/4/01)	BST issued CABs bills that reflect incorrect quantities of switching and transport usage.
4	E-62	TVV11 (5/23/01)	BellSouth bills reflect a rate for a Service Order mechanized Charge that is inconsistent with the rate contained in the ICA agreement between BST and KPMG CLEC.
5	E-138	TVV11 (1/24/02)	UNE invoices received from BST fail to reflect credits associated with reduced rates from the amendments to ICA agreement with KPMG CLEC.

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PERFORMANCE MEASURES

	E/O	Test #	Description
			<i>DEFINITIONS AND STANDARDS</i>
1	O-150	PMR-2 (12/12/01)	Benchmark in Jeopardy Notice Interval is inconsistent with disaggregation in report.
2	O-161	PMR2 (1/28/02)	BST's ability to identify and manually notify BST and CLEC customers separately is inconsistent with the "parity by design" benchmark as documented in the M&R: Mean Time to notify CLEC of Network Outages.
			<i>METRICS CHANGE MANAGEMENT</i>
1	O-118	PMR3 (9/6/01)	KPMG has discovered that BST has no documented process or control group for monitoring open change requests in Team Connection.
2	O-131	PMR-3 (10/23/01)	KPMG has discovered that BellSouth posted raw data on the PMAP website without simultaneously posting the corresponding release of the raw data user's manual.
3	E-119	PMR-3 (11/12/01)	KPMG has discovered that BST is not adhering to the documented metrics change control process for tracking changes in TeamConnection.
			<i>DATA INTEGRITY</i>
1	E-36	PMR4 (3/21/01)	BST does not properly construct the processed data used to validate FOC and rejection timeliness (former observation-6).
2	E-113	PMR-4 (10/4/01)	KPMG has found that BST does not capture xDSL transactions in flow-through measure.
3	E-114	PMR-4 (10/5/01)	BellSouth incorrectly excludes data between the BARNEY Snapshot database and NODS stages of the PMAP process for FOCs for June 2001 data.
4	E-120	PMR-4 (11/13/01)	BellSouth incorrectly excludes data between the BARNEY Snapshot database and NODS stages of the PMAP process for fully and partially mechanized orders for the % rejected service requests (non-trunks).
5	E-143	PMR-4 (02/04/02)	BST incorrectly excludes data between BARNEY and NODS stages of the PMAP process for non-mechanized orders for % rejected service requests non –trunks for June 01 data.
6	E-144	PMR-4 (02/04/02)	BST incorrectly excludes data between BARNEY and NODS stages of the PMAP process for non-mechanized orders for reject interval - non –trunks for June 01 data
7	E-145	PMR-4 (02/04/02)	BST incorrectly excludes data between BARNEY and NODS stages of the PMAP process for non-mechanized orders for FOC Timeliness - non –trunks for June 01 data
8	E-150	PMR-4	BST incorrectly includes multiple instances of the same order

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		(02/18/02	in NODS data for FOCs for September 2001.
			<i>METRICS CALCULATION/REPLICATION</i>
1	E-10	PMR-5 (12/4/00)	KPMG has found that BST's metrics calculations for LNP reject intervals are inconsistent with the documented metrics calculations (formerly observation 12).
2	E-101	PMR-5 (8/24/01)	KPMG cannot replicate the values in: the Total Service Order Cycle Time report for January 2001.
3	E-153	PMR-5 (8/29/01)	KPMG cannot replicate the values in: the Provisioning LNP Total Service Order Cycle Time measurement report. (Previously observation 113)
4	E-109	PMR-5 (9/6/01)	KPMG cannot replicate the values in the Ordering Acknowledgement Message Timeliness.
5	E-152	PMR5 (10/17/01)	KPMG cannot replicate the values in the LNP Missed Appointments Measure. (Previously Observation 125)
6	O-137	PMR-5 (11/12/01)	KPMG cannot replicate the values in the FOC and Reject Response Completeness SQM Report for the CLEC aggregate. RDUM instructions insufficient for calculating this metric..
7	E-151	PMR-5 (11/13/01)	KPMG cannot replicate the values in the # completions/attempts without notice or with less than 24 hours notice measure. RDUM instructions insufficient. (Previously observation 139)
8	E-154	PMR-5 (12/01/01)	KPMG cannot replicate the values in the Coordinated Conversions Interval. (CLEC aggregate) (Previously observation O-142)
9	E-124	PMR-5 (12/05/01)	KPMG cannot replicate the values in the flow through report for November 2000.
10	E-132	PMR-5 (01/03/02)	KPMG cannot replicate the values in the LNP FOC Timeliness Interval for July 2001.
11	E-135	PMR-5 (01/08/02)	KPMG cannot replicate the values in the Jeopardy Notice Interval.
12	O-158	PMR5 (01/08/02)	KPMG found that BellSouth's instructions in the Raw Data User Manual regarding the usage of production description field are insufficient for calculating the metrics values.
13	E-147	PMR5 (02/11/02)	KPMG cannot replicate the values in the maintenance average duration metric.